

AmeriHealth Caritas Delaware

Provider Bulletin

This bulletin pertains specifically to personal care services and attendant home care providers.

Attention, home and community-based service (HCBS) providers:

Effective **August 1, 2019**, our HCBS providers must submit information on late and missed home care services on AmeriHealth Caritas Delaware members. (If the total time authorized for the date of service was not provided, this is a late shift. For example, if four hours were approved for the day and only two hours were provided, this is a late shift. If the total time authorized for the day is not provided, this is a missed shift. For example, if four hours were authorized and no hours were provided, this is a missed shift.)

For late and missed home care services, please submit:

- The total number of hours/units that have been authorized, and unauthorized, for attendant care (AC), skilled nursing (SN), home health aide (HHA), homemaker (HMR), private-duty nursing (PDN), and therapy (THY) services each week.
- The number of authorized hours late or missed, including a written explanation of why the shift was late or missed and the reason the code was selected from the legend.

PNS	Provider No Show
PC	Provider Cancelled
MNS	Member No Show
MC	Member Cancelled
SEP	Scheduling Error Provider
SEM	Scheduling Error Member
LA	Lack of Service Authorization
OTR	Other* Explain in narrative.

The accurate and timely submission of your shift care reports is a requirement of your agreement with AmeriHealth Caritas Delaware and, ultimately, our agreement with the state. These updated requirements need your full cooperation with your shift care reporting obligations.

The late and missed shift care report form is available on our website at www.amerihhealthcaritasde.com > [Providers > Provider Manuals and Forms](#).

Please routinely and consistently submit your late and missed shift care report forms via email to acdehha@amerihhealthcaritasde.com.

Questions?

If you have questions about this communication, please contact your Provider Account Executive.